

LONG BEACH POLICE DEPARTMENT
ANONYMOUS WEB AND TEXT CRIME TIP PROGRAM

Questions & Answers

In response to demand from the public for secure and anonymous ways to submit crime tips to authorities, the Long Beach Police Department has launched an anonymous crime tip reporting service that offers two different methods to report crime.

Q. What are the two methods to report crime anonymously?

- A. Tips can be submitted from your cellular phone as a text message (or SMS) or can be sent from any computer equipped with Internet service.

Q. How do I submit a tip via text messaging?

- A. To text a tip to the Long Beach Police Department (L.B.P.D.), you must have text messaging capabilities on your cell phone and subscribe to a participating cell phone carrier. While handset menus differ by carrier or model, here are some basic steps on how to compose a text message.

1. Find "Messaging" or "SMS" (short message service) on your cell phone's menu.
2. Compose a new text message or SMS text message.
3. When composing your message:
 - Enter the number 274637 as the mobile # or in the "to" line.
 - In the message body, type the word "LBPD" followed by a space and then your crime tip information.
4. Hit "Send" to send the message.
5. You will receive your unique initial encrypted identifier shortly, which will start the secure and anonymous text dialogue.

Q. How do I submit a Web Tip using the Internet?

- A. Go to www.tipsubmit.com from any computer and follow the link instructions. The user then fills in the form and submits the tip via the Internet. The tip goes through a secure server where, again, the identity of the sender is masked from the detective receiving the web tip.

Q. When can I submit a tip?

- A. You may submit a tip anytime, anywhere, 24/7.

Q. Do I have to communicate back and forth with the police?

- A. Only if you choose to. If detectives have follow-up questions, they will send a message to your phone through the third party secure server. Answering additional questions for detectives could assist them with moving the investigation further along and possibly solve the crime.

Q. Can I stop the program or communication?

- A. You can stop the program at any time, which will prevent LBPd from being able to securely respond back to you by sending an opt out text message. Send a text message to 274637(CRIMES) with the word "STOP". You will receive a one-time opt-out confirmation text message confirming your request. If you choose to submit a new tip at a later time, just text your tip to 274637(CRIMES) with the word "LBPd" followed by your tip.

Q. If I see a crime in progress or need to report an emergency how do I report it?

- A. Call 9-1-1 if you see a crime in progress or need to report an emergency. These crime tip reporting services are for gathering non-emergency investigative information only, and will not generate a radio call or summon the police to your location.

Q. What types of crimes can I submit?

- A. The L.B.P.D. wants information on every type of crime, not just the ones covered in the media. The text tip line is untraceable, and we are not interested in the user's identity. We believe these new anonymous forms of providing tips to the Police offer a way for residents to rid their neighborhood of crime SAFELY.

Q. Will I get charged to send a text message?

- A. Although the L.B.P.D. service is free and requires no purchase or fee for participation, standard messaging rates and other fees may apply. Check your mobile plan for more details.

Q. Can I get more instructional information?

- A. At any time from your mobile phone, send a text message with the word "HELP" to 274637(CRIMES) for program information. This is for operational information and not to solicit help from the L.B.P.D.

Q. Will my information be collected?

- A. No. Your tips are completely anonymous to the L.B.P.D. and are only identifiable by the encrypted tip code provided.

Q. If I submit a tip, will I be eligible for a reward if one is being offered?

- A. You would have to contact the entity offering the reward to check on eligibility requirements.

If concerned for your safety, you should always delete all text messages to and from CRIMES from your text message in box and out box.